

October 2017



Portsmouth Water Supply Update

We are pleased to report that the drought conditions we experienced last summer have improved greatly due to rainfall last October, a normal winter of precipitation and a wet spring. As may know, last year was the driest summer our water system has seen in over 80 years, so even though recovery from those conditions was good, we ask that all of our customers remain vigilant and use water as efficiently as possible. Monthly updates of our Water Supply Status can be accessed at the City of Portsmouth's newly revised website:

www.cityofportsmouth.com/publicworks/water

Water Quality Update

Annual Water Quality Reports for the Portsmouth, Pease Tradeport and New Castle water systems were mailed to all customers earlier this summer. They are also available in electronic format on the City's website. Additionally, information related to the ongoing investigation and response to the PFAS contamination at Pease is updated periodically. Access to all this information can be obtained at:

www.cityofportsmouth.com/publicworks/water/drinking-water-quality

Water Efficiency Update

The Portsmouth Water Division continues to offer water efficiency rebates for low-flow Toilet and high-efficiency washing machine replacements for eligible residential water customers. Qualifying customers who replace older toilets and clothes washing machines with high efficiency, low flow models will be eligible to receive a \$100 rebate per toilet and \$150 per washing machine. Data derived from customers who have already participated in this program show a 15 to 20 percent decrease in indoor water consumption. Access to information and forms can be obtained at:

www.cityofportsmouth.com/publicworks/water/water-efficiency-rebate-program

For further information please visit the Department of Public Works' water page at:

www.cityofportsmouth.com/publicworks/water

Protecting Your Pipes this Winter



Winters in Portsmouth can be very cold for extended periods of time. This can result in numerous water customer freeze-ups. In anticipation of another cold winter, the City of Portsmouth's water and sewer billing department is sending this notice out to help our customers prepare:

- ◆ The City is responsible for water services from the water main to the customer's shutoff valve which is usually at the property line.
- ◆ The customer is responsible for the water line from the shutoff valve into the building and for assuring that the water meter is protected from damage caused by freezing and/or snow.
- ◆ **PROTECT YOUR OUTSIDE SPIGOTS:** Outside spigots can leak in cold weather. Check them often to make sure that they are not leaking. The City will not issue sewer bill rebates for spigots damaged due to freezing or snow pileups.
- ◆ New high-efficiency furnaces do not create the same heat in basements and crawl spaces that used to get heat from the older furnaces. Please check to make sure that these areas are protected from freeze-up problems.

If you have any questions, feel free to contact:
City of Portsmouth Water/Sewer Billing
Finance Department
1 Junkins Avenue | Portsmouth, NH, 03801
Phone: (603) 610-7248



Quick Tips to Prevent Water Line Freeze-ups:

- ◆ Insulate pipes in unheated areas.
- ◆ Open kitchen and bathroom cupboard doors to allow more heat to reach pipes in very cold weather.
- ◆ If possible drain and shut off the water supply to the outside spigot/faucet. Wrapping outside spigots/faucets with fiberglass or molded foam-insulating covers offer good protection against freeze-ups.
- ◆ Shut off and drain any pipes that won't be used for extended periods.
- ◆ Make sure you know where your water line shutoff valve is located and test it at least once a year to make sure that it works.
- ◆ Run a faucet at a slow drip if they are in an unheated area indoors and it is very cold out.